

# Where Schools Should Call

For a complete list of contact points, go to the *Schools Portal Website: [fsa4schools.ed.gov](http://fsa4schools.ed.gov)* and click on *Help Center*

Function	Phone or Email	Web address
<b>APPLICATION PROCESSING</b> Order bulk paper FAFSAs, Student Guides, etc. <hr/> Check status of FAFSA and SAR/ISIR processing	Bulk Publications & Ordering System 1-877-433-7827 <hr/> Federal Student Aid Info Center 1-800-4FED-AID	Go to the Schools Portal web site and under the Resources & Training heading click on " <b>Publications &amp; How to Order.</b> " <hr/> Go to Schools Portal website and under the FAA Access to Student Date heading click on " <b>CPS (FAFSA/ISIR Processing)</b> "
<b>SCHOOL SERVICES – Eligibility</b> Become an <b>eligible school</b> Add a <b>location</b> Report a change to your Program Participation <hr/> Add or Correct a Federal or Direct Loan school code <hr/> eZ-Audit	See website for specific FSA CASE team phone numbers. <hr/> Call COD Customer Service @ Pell 1-800-474-7268 Direct Loan 1-800-848-0978 Email: <a href="mailto:codsupport@acs-inc.com">codsupport@acs-inc.com</a> <hr/> Contact the EZ Audit Help Desk 1-877-263-0780 Email: <a href="mailto:fsaezaudit@ed.gov">fsaezaudit@ed.gov</a>	Go to Schools Portal web site and under the Participation & Funding heading, click on the " <b>Application/Recertification (EAPP)</b> " link or go to <a href="http://www.eligcert.ed.gov">www.eligcert.ed.gov</a> <hr/> Go to Schools Portal web site and under the Participation & Funding heading, click on the " <b>Application/Recertification (EAPP)</b> " link or go to <a href="http://www.eligcert.ed.gov">www.eligcert.ed.gov</a> <hr/> Go to Schools Portal web site and under the Participation & Funding heading, click on the " <b>e-Z audit</b> " link or go to <a href="http://www.ezaudit.ed.gov">www.ezaudit.ed.gov</a>
<b>SCHOOL SERVICES – General FSA Conferences</b> <hr/> Download EDEExpress software & technical manuals <ul style="list-style-type: none"> <li>• Application Processing</li> <li>• Packaging</li> <li>• FISAP</li> <li>• SSCR</li> <li>• ISIR Analysis</li> <li>• R2T4</li> <li>• FAA Access to CPS Online</li> <li>• EDconnect</li> <li>• Network Password Changes</li> <li>• Data Transmission Services</li> </ul> <hr/> FSA Training <hr/> Campus Based <hr/> Pell Grant & Direct Loan Common Origination & Disbursements (COD) <hr/> Grant Application & Payment System (GAPS) <hr/> National Student Loan Data System (NSLDS)	Conference Registration & Information call Jackie Miller @ 1-319-665-7797 or send email to <a href="mailto:confsuggest@pearson.com">confsuggest@pearson.com</a> <hr/> CPS/SAIG Technical Help Phone: 1-800-330-5947 E-mail: <a href="mailto:CPSSAIG@ed.gov">CPSSAIG@ed.gov</a> <hr/> Call 1-202-377-3941 Email <a href="mailto:FSA_Internet_Registration@ed.gov">FSA_Internet_Registration@ed.gov</a> <hr/> Call 1-877-801-7168 Email: <a href="mailto:CBFOB@ed.gov">CBFOB@ed.gov</a> <hr/> Call COD Customer Service @ Pell 1-800-474-7268 Direct Loan 1-800-848-0978 Email: <a href="mailto:codsupport@acs-inc.com">codsupport@acs-inc.com</a> <hr/> Call 1-888-336-8930 Email: <a href="mailto:edcaps.user@ed.gov">edcaps.user@ed.gov</a> <hr/> Call: 1-800-999-8219 Email: <a href="mailto:nslds@pearson.com">nslds@pearson.com</a>	Go to Schools Portal web site and under the Resources & Training heading click on the " <b>Conferences</b> " link Or go to <a href="http://edeworkshop.ncspearson.com">edeworkshop.ncspearson.com</a> <hr/> Go to Schools Portal website and under the Resources & Training heading click on the " <b>Software and Manuals: SAIG</b> " link or go to <a href="http://www.fsadownload.ed.gov">www.fsadownload.ed.gov</a> <hr/> Go to Schools Portal web site and under the Resources & Training heading click on the " <b>Training (TFAP)</b> " link or go to <a href="http://www.ed.gov/offices/OSFAP/training">www.ed.gov/offices/OSFAP/training</a> <hr/> Go to Schools Portal web site and under the Participation & Funding heading, click on the " <b>eCampus-Based/FISAP</b> " link or go to <a href="http://www.cbfisap.ed.gov">www.cbfisap.ed.gov</a> <hr/> Go to the Schools Portal web site and under the FAA Access to Student Data heading, click on the " <b>COD (DL &amp; Pell Processing)</b> " link or go to <a href="http://www.cod.ed.gov">www.cod.ed.gov</a> <hr/> Go to Schools Portal web site and under the Participation & Funding heading, click on the "GAPS & E-payments" link <hr/> Go to Schools Portal web site and under the FAA Access to Student Date heading click on "NSLDS for FAA's" link or go to <a href="http://www.nsldsfap.ed.gov">www.nsldsfap.ed.gov</a>

## Where Students Should Call

*In general, the first place a student should look for information is the Student Aid Website at: [www.studentaid.ed.gov](http://www.studentaid.ed.gov)*

<b>FAFSA and SAR/ISIR</b> Correction status checks  Obtain <b>information</b> about the federal student aid programs	Federal Student Aid Information Center 1-800-4FED-AID Overseas Callers: 1-319-337-5665 TTY: 1-800-730-8913	Web Site: <a href="http://fafsa.ed.gov">fafsa.ed.gov</a> PIN Registration Web Site: (For students and parents access) <a href="http://pin.ed.gov">pin.ed.gov</a> Student Aid on the Web site: <a href="http://studentaid.ed.gov">studentaid.ed.gov</a>
Check on status <b>of loans and grants</b> previously paid to students	Federal Student Aid Information Center 1-800-4FED-AID Overseas Callers: 1-319-337-5665 TDD/TTY: 1-800-730-8913	NSLDS website <a href="http://www.nslds.ed.gov">www.nslds.ed.gov</a> Note – students will need to obtain a PIN to access specific data. See <a href="http://pin.ed.gov">pin.ed.gov</a>
Check on <b>Direct Loan accounts</b> and repayments	Direct Loan Servicing Center Borrower Services: Call: 1-888-848-0979	Website: <a href="http://www.dl.ed.gov.com">www.dl.ed.gov.com</a>
Check on <b>defaulted loans or grant overpayments</b>	Payment Center Collections: Call: 1-800-621-3115 Email: <a href="mailto:dschelp@pearson.com">dschelp@pearson.com</a>	Website: <a href="http://1800IWILLPAY.com">1800IWILLPAY.com</a>
<b>Loan disputes and problems</b>	Ombudsman's Office Call: 1-877-557-2575 FAX: 1-202-275-0549	Website: <a href="http://www.fsahelp.ed.gov">www.fsahelp.ed.gov</a>
<b>Closed Schools</b>	Federal Student Aid Information Center 1-800-4FED-AID Overseas Callers: 1-319-337-5665 TTY: 1-800-730-8913	Student Aid on the Web site: <a href="http://studentaid.ed.gov">studentaid.ed.gov</a> Search on the word: "closed schools"